
Request for Information

Inmate Telephone Services and System (RFI#138)

Connecticut Department of Correction

Wethersfield, Connecticut

May 21, 2021



Request for Information (RFI)

Pursuant to Sections 18-81-28 through 18-81-51 of the Regulations of Connecticut State Agencies, the Connecticut Department of Correction (CTDOC), is seeking information regarding the options available to the state for the provision of Inmate Telephone Services and the costs associated with such options.

This request for information (RFI) is not a request for proposals (RFP) and should not be construed as such.

The objective of this RFI is to obtain information from suppliers related to the availability of integrated Inmate Telephone Service solutions that include telephone equipment and network, recording & monitoring components, and call control systems. No contract will result directly from the RFI process.

Responses to this RFI should include to the extent possible the following information relative to a managed Inmate telephone service with call control, call recording, and networking for both prepaid and non-prepaid collect calls:

1. Describe major system components including:
 - a. network infrastructure: blocking factors and network analysis performed post conversion;
 - b. cabling infrastructure;
 - c. telephone equipment;
 - d. secure database;
 - e. monitoring and recording system;
 - f. and call control system.
2. Describe the process for obtaining and implementing updates and upgrades for all equipment, hardware and software that would be installed at a facility including telephones, workstations and associated software, and workstation printers.
3. Describe the system platform, accessibility, software and interfaces to accommodate ease of administrative use.
4. Indicate ability to interface with inmate tracking system to update and synchronize all inmate location activity including additions, transfers, and discharges (current process involves file transfer protocol (FTP) feed);
5. Describe controls used to manage system access and protect information and services.
6. Describe the process for setting up a pre-paid account.
7. Describe the vendor's capability to obtain and provide accurate current billing name and address information for all numbers called (in state, interstate and international).
8. Describe how calls are recorded, the maximum and minimum number of days they can be stored, archival options (file type and duration) for permanent

retention, and options for transferring recordings to other mediums for presentation in court with verifiable chain of evidence.

9. Describe the system's capability to:
 - a. Provide real time, live monitoring of calls;
 - b. Simultaneous access to listen to recorded calls;
 - c. Collect and store call detail records;
 - d. manage an inmate's account information;
 - e. Provide a recorded notification to the recipient that the call originates from a correctional facility as well as an audible tone at pre-determined time intervals throughout the call and a two-minute warning prior to the call being cut off;
 - f. Provide language options, other than English, for dialing instructions, warnings, and messages;
 - g. Provide microphone capabilities (to listen to the area immediately surrounding inmate telephones in the event of a facility emergency. (Riot, disturbance, hostage situation);
 - h. Describe options for use of unique personal identifiers, biometric or voice recognition system identifiers;
 - i. block/limit access to international, toll free, or pay per minute numbers;
 - j. block access to live dial tone or operators;
 - k. block use of 800, 888, and 900 numbers;
 - l. block recording of privileged/attorney calls;
 - m. Provide for free recorded calls to DOC investigators;
 - n. Provide for recorded direct dial calls billed to DOC (i.e. privileged calls or INS (Immigration and Naturalization Service) calls).
7. Describe the call control system including:
 - a. Centralized storage of user identification;
 - b. Administrative process for activating, deactivating, and/or suspending call privileges;
 - c. Ability to cross-reference and search call control data by multiple categories. (i.e., date, time, account, destination, duration, station, etc.);
 - d. Use of flagging, alerts, notifications, etc.;
 - e. 3-way call detection;
 - f. set system wide parameters for call duration, call allotment, system access hours, system shut off, and speed dials programmable by CTDOC;
 - g. and the ability to terminate a call in process.
8. Identify the system's capability to complete international calls with the same call recording and control. Include the options available for payment of these calls by the called party to the vendor and if the vendor is able to provide CTDOC with the called parties name and account address.
9. Describe video capabilities, call controls and recording and monitoring protocols available on pin free inmate telephones used in intake facilities.
10. Describe call controls and recording and monitoring protocols available for visitor telephones.

11. Describe system capability to disconnect calls in process and restrict further call processing in the event of a system failure/loss of ability to record calls.
12. Describe the method used to disconnect telephones in the event of a facility emergency.
13. Describe reports available including: detailed call activity, system trouble, user activity, usage revenue, investigative, intelligence analysis, etc.
14. Describe customer and technical support available.
15. Describe the telephone systems capabilities to operate and interface with tablets and Kiosks to allow e-messaging and phone calls, including outbound voice communications associated with the Inmate telephone platform, including system settings, investigating capabilities and security features.
16. Specify whether the vendor would be able to accommodate any future expansion of the system to include equipping new facilities and/or location(s) specified by the Department;
17. Describe initial and on-going training available to facility staff.
18. Describe the availability and recording and call control options for Telecommunications Devices for the Deaf/Teletypewriter (TDD/TTY).
19. Describe process for reporting and resolving maintenance tickets and Move, Add, and Change (MAC) work requests.
20. Explain your process for minimizing bad debt for Inmate collect calls.
21. Explain your Commission structure, fees and end user rate plans including discounted pre-paid service.

The respondent should also provide a description of how installation of their services and equipment would be accomplished by the start date of the contract including a transition plan from any existing service and equipment to the service and equipment described in this RFI. The plan should identify system downtime, limitations, or interruptions that may be encountered during the installation and implementation process. The plan should also include a sample schedule of time required for new installation, network installation, training, startup and testing of the system.

In order to fully evaluate the options available to DOC respondents are being asked to include cost information/data regarding the options/information provided. DOC understands the sensitivity surrounding pricing and the effort involved in preparing accurate cost estimates. DOC's expectation is that respondents provide the highest level of cost information they are comfortable with sharing. As stated earlier this is a Request for Information, not a Request for Proposals. DOC understands that the cost information provided may be general. However, any cost data that can be provided will be greatly appreciated.

Responses must include the name, mailing address, telephone number, and email address of the respondent.

Responses must be provided in searchable PDF form and uploaded to the CT Source Solicitations Board at, <https://portal.ct.gov/DAS/CTSource/BidBoard>. The response document must be uploaded to the solicitation.

Responses are due 3:00 p.m. on June 7, 2021.

Please note, as of April 1, 2021, all solicitation and contracting opportunities for state and local government entities will be posted to the [CTsource Bid Board](#). This includes any competitive procurement opportunities posted by our agency. Registration in CT Source is required.

When registering in CTSource you will be instructed to select UNSPSC commodity codes which will automatically notify you via email when a contracting opportunity affiliated with your services is posted. Additional information can be found at <https://portal.ct.gov/DAS/CTsource/Registration>.

Questions regarding this registration process should be emailed directly to das.ctsource@ct.gov. Please do not reply to this email.

In the event that it is necessary to revise any part of the RFI, timely addenda will be posted to the Department of Administrative Services (DAS) CT Source Contracting Portal. Interested respondents are solely responsible for checking these websites for RFI changes before responding.

The State intends to review all information received in response to this RFI. This RFI is intended for information gathering purposes only and the State is not obligated in any way to use any of the information received. Generally speaking, the RFI process will assist the State in determining whether it will pursue Requests for Proposals (RFPs) with the intent to enter into a contractual agreement for such programs or services or not. Persons and/or entities responding to the RFI will not be compensated in any way. Responding to this RFI will not enhance a person or entity's chances of receiving future work from DOC. Similarly, not responding to this RFI will not be a detriment to any person or entity when responding to future competitive procurement opportunities.

Confidential Information. The respondent understands that due regard will be given for the protection of proprietary or confidential information contained in all responses received. However, respondents should be aware that all materials associated with this RFI are subject to the terms of the Connecticut Freedom of Information Act ("FOIA") and all corresponding rules, regulations and interpretations. It will not be sufficient for respondents to merely state generally that the proposal is proprietary or confidential in nature and not, therefore, subject to release to third parties. Those particular sentences, paragraphs, pages or sections that a respondent believes to be exempt from disclosure under the FOIA must be specifically identified as such. Convincing explanation and rationale sufficient to justify each exemption, consistent with Section 1-210(b) of the FOIA as it may be modified from time to time, must accompany the submission. The rationale and explanation must be stated in terms of the prospective harm to the competitive position of the respondent that would result if the identified material were to be released and the reasons why the materials are legally exempt from release pursuant to the above-cited statute. The State has no obligation to initiate,

prosecute or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information that is sought pursuant to a FOIA request. Respondents have the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. The State shall have no liability for the disclosure of any documents or information in its possession which the State believes are required to be disclosed pursuant to the FOIA or other requirements of law.

CONNECTICUT DEPARTMENT OF CORRECTION

The Department currently has 9,945 inmates incarcerated throughout fourteen (14) facilities in the State of Connecticut. CTDOC is responsible for incarceration of youth, male, and female sentenced and un-sentenced individuals, as well as ensuring appropriate community supervision for approximately 4,958 inmates residing in the community prior to completion of their criminal sentences. Inmates are classified in level 2 (minimum) through level 5 (maximum) security statuses. Most facilities house inmates in several levels, while the newer celled facilities house predominantly level 4 and 5 inmates. The number of persons supervised by CTDOC at any given time fluctuates and the number of facilities operated by CTDOC is subject to change.

The current Inmate Telephone Service provider for CTDOC is Securus. The existing cabling infrastructure is adequate for current agency needs. There are approximately 1494 Inmate Telephones installed. Inmates are required to use a PIN on most Inmate Telephones. Once established, Inmates are restricted to dialing phone numbers on their approved call list. Inmates are allowed to change the list of approved phone numbers once every 30 days. Calls are limited to 15 minutes in duration and can only be made between the hours of 8:00 a.m. and 11:00 p.m. There is no time limit between allowable calls.

DOC operates 6 intake facilities: Hartford, Bridgeport, Corrigan, MYI, New Haven, and York. PIN free phones are used in the Admitting and Processing areas of these facilities. Video recordings are made of all inmate calls made from the intake telephones in order to verify the individuals on the call.

Every facility is equipped with one or two TTY devices with printing capability. There are Video Relay Terminals (VRS) terminals installed for the deaf and hard of hearing individuals at five facilities. Calls made from the TTY and VRS terminals use the same control parameters as standard inmate calls. No additional costs are associated with the calls.

All live monitoring, recording playback, call control and investigative tools available on standard inmate phones are also available on visitation phones installed at each facility.

Each facility has a designated monitoring room where call monitoring and recording equipment is installed and security personnel perform monitoring activities.

Call Volume:

Month	2019		2020	
	Total Minutes	Total Calls	Total Minutes	Total Calls
January	4801834	467542	4672267	451865
February	4612391	445196	4640960	444215
March	5352725	515321	4672267	451865
April	4768023	458823	4737990	422485
May	4982448	484676	4695682	416818
June	4767905	463181	4473626	398836
July	4801220	470500	4319010	387185
August	4795476	472482	3965143	354968
September	4489499	440490	3642246	324654
October	4603543	451066	3808369	339602
November	4680377	455402	3704437	333052
December	4752506	464021	3716973	334695
TOTALS	57407947	5588700	51048970	4660240

Information about all CTDOC facilities can be found at:

<https://portal.ct.gov/DOC/Miscellaneous/Facilities>.

Additional information regarding DOC and its facilities can be found at:

<https://portal.ct.gov/DOC>

CTDOC Administrative Directives can be found on the DOC website at:

<https://portal.ct.gov/DOC/Common-Elements/Common-Elements/Directives-and-Policies-Links>.